STANDARD OPERATING PROCEDURE
Credentials Portfolios
SOP 4.3.1

Rev. 5/01

PURPOSE: DESCRIBE COMPOSITION OF THE CREDENTIALS PORTFOLIOS AND VERIFICATION PROCESS. A PORTFOLIO WILL BE ESTABLISHED AND MAINTAINED FOR ALL CLINICIANS FOR THE PURPOSE OF DOCUMENTATION OF EDUCATION, TRAINING, EXPERIENCE AND COMPETENCY.

I. CREDENTIALS PORTFOLIOS
A. Establishment
B. Format
C. Primary Source Verification
D. Maintenance
E. Transfer
F. Storage
G. Release of Information

II. ESTABLISHMENT OF CREDENTIALS PORTFOLIOS

A. Established for all DIHS staff, prior to working in the clinic.

B. For PHS officers - education, training, experience and competency documents including licensure and certification, will be requested before interviews are scheduled.

C. For all contract providers who provide services on site - education, training, experience and competency documents including licensure and certifications will be received before contracts for services are negotiated or privileges are granted.

D. For non-contract/consultants who provide services off site (excluding hospital providers), proof of education, licensure, letter from an accredited hospital and malpractice insurance will be received before contracts are negotiated.

E. For contract managed care providers; proof of credentials verification from PHP is required.

NOTE: The decision to hire any health care provider will be based on a review of a complete verified credentials portfolio.

III. FORMAT
The Complete credentials portfolio will consist of four sections.

    A.   **SECTION I - PRIVILEGES**
        1. DIHS Application/Privileges
        2. Health Statement
        3. Malpractice Insurance

    B.   **SECTION II - EDUCATION**
        1. License (ALL state licenses, active/inactive/current/expired/valid/non-valid) within any US state, territory, commonwealth, possession)
        2. Professional School Diplomas
        3. Internship documents
        4. Residency documents
        5. Preceptorship documents
        6. Board Certifications
        7. CPR certification
        8. ACLS Certification

    C.   **SECTION III - EXPERIENCE AND CURRENT COMPETENCY**
        1. References (letters of reference written within the past 3 months)
        2. Competency (COERs)
        3. Scope of Practice Checklist/Competency Assessment forms for staff.

    D.   **SECTION IV - PERSONAL INFORMATION**
        1. Misc.
        2. Curriculum Vitae / Resume for Civil Service: Contract
        3. Continuing Professional Education
        4. Letters of Appreciation
        5. Documentation of all personnel actions taken by DIHS (letters of counseling. Reprimand, awards, etc.).

Note: *Each section will be identified by a cover sheet (see attachments) with the contents under the cover sheet.* *Each credentials portfolio will be labeled with the providers name (last name, first name, middle initial) and profession. This should be located on the front cover.*

IV. PRIMARY SOURCE VERIFICATION
All credentials documents will be verified at the primary source for proof of authenticity. This verification will be in writing and will be included with the referenced document in the credentials portfolio. Interim primary source verification may be accomplished by telephone.

A. Procedure for Primary Source Verification

1. Obtain a photocopy of the document from the applicant/employee.
2. Obtain a signed and notarized Authorization for Release of Information from applicant/employee. (See attachments)
3. Request, in writing, verification of the document from the primary source. Be sure to obtain addresses of schools, hospitals, etc., from the applicant/employee.
4. Many primary sources will require a processing fee. Each HSA will establish a mechanism at the local level for payment of these fees.

B. Procedure for Telephonic Primary Source Verification

1. Obtain a photocopy of the document from the provider.
2. Obtain a signed and notarized Authorization for Release of Information from applicant/employee. (See attachments)
3. For licenses, call the State Board of Examiners (Medical, Dental, Nursing, Physician Assistant). This is usually located in the capital city of the state.
4. For schools, call the Office of the Registrar.
5. For Residencies, Internships, etc, obtain name of contact from provider.
6. Upon making contact with the primary source, request verification of the document.
7. Record the following information on front of the photocopy of the document.
   a) Date and time of call
   b) Organization contacted
   c) Name of the verifier (they will usually not give their last name)
   d) What the verifier says (License is current and active with no actions pending or license expired on 3-3-99).
   e) Sign your name
8. Request address for obtaining written verification.

Notes: a. *All telephonic verification must be followed by letter or electronic mail verification.*
  b. *All non-expiring documents need only to be verified once. All documents that expire (licenses, certifications, etc.) will be verified after each renewal.*
  c. *For PHS employees, the PHS Personnel File does not qualify as primary source verified. All documents, if verified by the PHS, will be re-verified by a qualified DIHS employee.*

V.   MAINTENANCE
Maintenance of the credentials portfolio involves:
1. Ensuring all documents are included and up to date
2. Adding documents as needed
3. Accepting renewed documents and placing them in the proper section

4. Verification of any renewed document
5. Replacing worn portfolio covers

VI. TRANSFER

The credentials portfolio is the property of the DIHS. A credentials portfolio will be transferred for the following reasons only:

1. Transfer of an employee within the Division (portfolio is mailed to the receiving facility).
2. Termination of employment (portfolio is mailed to Krome, credentials archives).
3. Transfer of an employee out of the Division (portfolio is mailed to Krome, credentials archives).
4. For JCAHO survey, original LIP portfolio is mailed to the facility. Portfolio is returned to Krome via mail upon completion of JCAHO survey.

VII. STORAGE

Credentials portfolios will be stored in a locked cabinet at all times. Portfolios of employees who no longer work for the DIHS will be archived in Krome.

VIII. RELEASE OF INFORMATION

Under no circumstances will a portfolio be released to the employee to be hand carried to another site. Under no circumstances will a portfolio be transferred to anyone outside of the DIHS without special permission of the employee and the Director of DIHS.